

# Remote Services

## Video Compression Products

### FEATURES

- Deployment Configuration
- Configuration Changes
- Upgrade
- Backup and Restore
- Audit and Tune Up



### PRODUCT OVERVIEW

Whether upgrading software to the latest and greatest version, or installing new hardware, the ARRIS Remote Services team has the expertise to assist with all your needs. We offer a variety of services that can be provided remotely.

Let our experienced engineers assist you with your next project, remotely, allowing your own personnel to stay focused on strategic priorities. We can help reduce your downtime and risk, as well as eliminate the added expense of an on-site Field Engineer by providing expertise that you may not have in house.

Remote Services are Available for the Following Video Compression Products:

- |                        |               |                           |
|------------------------|---------------|---------------------------|
| • SDV-CVEx             | • BMR1200 TVS | • VIPr 6000 Family        |
| • BEQ6000/6200 UEQ     | • BMR1200 BVS | • SVT/HYDRA               |
| • BME50 UEQ            | • CAP1000     | • Encore/Quartet Encoders |
| • MSP-2800 MPC-E       | • DM6400      | • SE6000 Encoder Family   |
| • MSP-1200/MSP2800 IVE | • ME7000      | • SE5000 Encoder Family   |
| • Ad Edge              | • AGB 240     | • SPECTRUM MDC            |

Don't see what you are looking for? Many more remote services are available. Contact us and let us know how we can help.

### **Remote Service: Deployment Configuration**

When working to deploy new elements to a new or existing system, ARRIS can provide experienced personnel remotely to configure, bring up and help verify the operation. Our remote configuration team can work with your installation team – whether your own resources, ARRIS Professional Services or third party resources – allowing them to focus on the “heavy lifting” while ARRIS ensures the correct configuration for your system.

### **Remote Service: Configuration Changes**

At some point your network will change to accommodate new architectures, spectrum allocations, or license transfers. When it comes time to implement these changes, it will probably be far reaching and impact a large number of network elements and parameters. To implement these changes in a professional and timely way, let experienced ARRIS engineers implement the changes remotely and work with your team to verify the changes.

### **Remote Service: Upgrades**

By the time you are ready to upgrade your ARRIS systems you may have a large number of devices deployed – making this a daunting task. Our remote ARRIS engineers are experienced, equipped with lab-verified Methods of Procedure (MOP), and can efficiently perform upgrades such that the outage times and maintenance windows can be significantly reduced.

### **Remote Service: Backups and Restore**

Backups are sometime overlooked or their importance not appreciated. Our ARRIS engineers can work with you to setup a schedule and a plan to safely and securely keep backups of your network elements. The backups would include, but not be limited to: configurations, channel lineups, database, etc. Having a “known-good” backup can help in the following scenarios:

1. Complete failure of your network element including the nonvolatile memory. The outage time can be greatly reduced if the replacement element can be restored from a backup instead of trying to reconfigure manually from old spreadsheets
2. Configuration may not be carried over correctly during an upgrade. It is timely to identify the parameter that is not correct. With a restoral, you can immediately bring your element back to a known good state
3. Database corruption does happen. Recovery from a corrupted database can be very time consuming or work, loss of important historical data. Restoring from the latest backup is the best way to get your device back up and running while minimizing any data loss.

### **Remote Service: Audit/Tune-Ups**

Whether planning a system architectural change, seeing issues with power levels, or simply not having up-to-date knowledge of the network topology, an Audit performed by ARRIS may be the answer. With access to your devices, an ARRIS engineer will log in and collect configuration data. We will then assemble a report to review with you to identify inconsistencies which can then be addressed in a Tune-Up engagement. ARRIS has the expert resources available to audit and tune-up your system. Using our in-house tools, scripts and MOPs, you can be assured that the work will be completed to the standard you’d expect.

## ARRIS Global Services Values

### Accelerate time to market:

Stay competitive with rapid deployment of new services

### Reduce costs:

Contain costs on deployment, integration, and support

### Maximize revenue and profits:

Optimize operations, ensure service quality, increase customer loyalty, grow revenue and profit margins

## Why ARRIS ?

### Multi-technology experience that is unique in the industry:

ARRIS has designed, delivered, and optimized end-to-end network solutions for service providers.

### Flexible business model and approach:

ARRIS can build a customized operations solution for virtually any network operations requirement.

### World-class support:

ARRIS provides support from committed and highly trained, experienced professionals, complete with state-of-the-art local support centers, test labs, and repair depots.

### Voice, Data, and Video Technology leadership:

ARRIS has a wealth of experience and expertise in introducing and operating new technology network systems.

## Remote Services

To order any of these services, contact your sales representative.

Call our TAC at (888) 944-4357

Or Email [Remote.Services@arris.com](mailto:Remote.Services@arris.com)

Remote Services	
Part Number	Description
410977-001-00	Remote Services ( up to 4 hours per)
CAP1-SLK	Manual CAP1000 license transfer

## CUSTOMER CARE

Contact Customer Care for product information and sales:

- United States: 866-36-ARRIS
- International: +1-678-473-5656